



DATA CENTER MIGRATION PLANNING PROJECT

Pre-Proposal Conference

RFP #317.03-165

November 14, 2007

This entire PowerPoint presentation exists to support the State's oral presentation of the requirements detailed in the associated RFP, and as such it falls under the provisions of RFP Section 1.5.3. Nothing in this presentation shall be construed as the State's official position with regard to the RFP.

Data Center Migration Planning Agenda

- Welcome and Introductions
- Commitment to Diversity
- Project Goals
- What is the State Procuring?
- General Project Information and Sub-Project Overview
- Critical Dates and Progress Assessments
- Schedule of Events and RFP Structure
- Vendor Response & Evaluation
- Oral Presentation
- Cost Proposal
- Questions



THE GOVERNOR'S OFFICE
OF
DIVERSITY BUSINESS
ENTERPRISE

DIVERSITY
in business

HISTORY LINKING RESOURCES...

*With the collaborative efforts
of the Departments of:*

- Finance & Administration
- Economic & Community Development
- General Services
- Transportation
- State Building Commission



DIVERSITY
in business

CERTIFICATION PROCESS

DEFINITIONS

- MINORITY OWNED BUSINESS
- “A minority owned business that is a continuing, independent, for profit business and is at least fifty-one percent (51%) owned and controlled by one (1) or more minority individuals...”
- *MINORITY* means a person who is:
 - African American, Hispanic American, Asian American or Native American
-
- WOMEN BUSINESS ENTERPRISE
- “A woman owned business that is a continuing, independent, for profit business and is at least fifty-one percent (51%) owned and controlled by one (1) or more women” and Female Gender
- SMALL BUSINESS ENTERPRISE (SBE)
 - A business that is independently owned and operated
 - Meets sales and employee size guideline by industry

REGISTRATION PROCESS

“To avoid the maze of confusion, minority, women and small businesses interested in doing business with the State should register with the Governor’s Office of Diversity Business Enterprise”

-Commissioner Sims-Davis

- Registration
- Verification
- Assessment
- Referral
- Certification
- Annual Renewal



DIVERSITY
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DIVERSITY BUSINESS DIRECTORY

“develop & maintain a consolidated database listing to assist departments, commissions, and agencies in identifying Diversity firms with capabilities relevant to general purchasing and contracting requirements “

-Diversity Business Liaison, Richard Van Norman

- Available to contractors, suppliers and State procurement personnel to assist them in their efforts to solicit Diversity firms as potential subcontractors, suppliers, proposers & bidders
- List businesses that the State of Tennessee has determined to be certified minority, women & small business enterprise firms in accordance with the definitions for Diversity Business Enterprise.

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B.13 Section

- 1. Proposer's existing programs
- 2. Proposer's current contracts
- 3. Estimate level of participation
- 4. Employee percentage make-up

Data Center Migration Planning

Project Goals

Move from a single data center design to a dual data center design.

Data Center Migration Planning

What is the State Procuring?

The State intends to secure a contract for consulting services to plan, coordinate, and manage the State's migration from the current single data center to two new data centers.

Data Center Migration Planning

General

- New Data Center Program is made up of 10 sub-projects
 1. **Application & Data Architecture (ADA)**
 2. **Asset & Configuration Management (ACM)**
 3. **Network**
 4. **Operations Management (OM)**
 5. **Physical Move & Migration (PhysM)**
 6. Telephone System (TS) *(Not included in this RFP)*
 7. Construction *(Not included in this RFP)*
 8. Cost Recovery *(Not included in this RFP)*
 9. MAN Re-engineering *(Not included in this RFP)*
 10. Plant Maintenance *(Not included in this RFP)*

Data Center Migration Planning

Application & Data Architecture (ADA)

- Design comprehensive data center architecture as part of the New Data Center Program.
- Architecture will be designed to minimize the impact of disaster scenarios through an architecture that helps mitigate risks.
- Architecture will be a key part of the State of Tennessee strategy for regulatory compliance, and protection and management of data.

Data Center Migration Planning

Asset & Configuration Management (ACM)

- Provide a complete, multi-dimensional (physical and logical) assessment, discovery, and inventory of all existing State-Agency systems supported by the Data Centers.
- Development of a discovery methodology that utilizes the States' auto discovery tools, collection of all physical and logical system information.
- Loading of data into the State of Tennessee asset management system.
- Change management process to keep the data current going forward.

Data Center Migration Planning

Network

- Design and implement the core Data Center networks and redundant Wide Area Network connectivity to outside resources.

Data Center Migration Planning

Operations Management (OM)

- Establish a Command Center as the focal point for 24 hours per day direction and control of all operations.
- The Command Center will be developed to address:
 - Initial Customer interface and triage
 - Incident ownership and resolution
 - Problem ownership and resolution
 - Network and security monitoring
 - Outsourced services monitoring
 - Change control and management processes for systems and networks
 - Maintenance scheduling management
 - Service level management/trend analysis

Data Center Migration Planning

Physical Move & Migration (PhysM)

- Build out the new architecture, plan the physical move of the equipment, and migrate applications / data from the existing data center into the new data centers.
- Implementing the new data center architecture, designing a systematic process that encompasses planning, coordination, migrating applications and data, and planning and implementing the actual physical move (actual move is not included in this RFP) of servers along with all associated system components.
- * An amendment will be issued to clarify the vendor's role in the build and physical move of the State's new dual architecture

Data Center Migration Planning

Critical Dates

- Project must start within two (2) weeks of Contract Signing
- Deliverables for Contract Attachment C, Section C.2.b, Deliverables 1, 2, 4, 5, 6, and 78, must be completed by July 31, 2008. (RFP 1.1.3)
- The Implementation of the Physical Move & Migration Sub-Project must be completed by November 1, 2010. (RFP 1.1.3)

Data Center Migration Planning Progress Assessments

- March 2008 (RFP Attachment 6.1- item A.12.a)
 - Contract Attachment B, B.1.b.1, Comprehensive Project Plan
 - Contract Attachment B, B.1.b.2, Communications Plan
 - Contract Attachment B, B.1.b.5, Work Breakdown Structure (WBS) Dictionary
 - Contract Attachment B, B.1.b.9, Document and Implement Quality Control Management
 - Contract Attachment C, C.1.b.1, Conceptual Enterprise Architecture
- January 2009 (RFP Attachment 6.1- item A.12.a)
 - Contract Attachment B, B.3.b.1, Comprehensive Project Plan
 - Contract Attachment B, B.3.b.2, Communications Plan
 - Contract Attachment B, B.3.b.5, Work Breakdown Structure (WBS) Dictionary
 - Contract Attachment B, B.3.b.9, Document and Implement Quality Control Management
 - Contract Attachment C, C.2.b.1, Enterprise Architecture

Data Center Migration Planning

RFP Schedule of Events

EVENT	TIME	DATE (<u>all</u> dates are state business days)
1. State Issues RFP		November 2, 2007
2. Disability Accommodation Request Deadline		November 9, 2007
3. Pre-proposal Conference	9:00 a.m.	November 14, 2007
4. Notice of Intent to Propose Deadline		November 20, 2007
5. Written Comments Deadline		November 27, 2007
6. State Responds to Written Comments		December 7, 2007
7. Proposal Deadline	2:00 p.m.	December 14, 2007
8. Schedule Oral Presentations		December 26, 2007
9. Complete Initial Technical Proposal Scoring		January 4, 2008
10. Oral Presentations		January 8, 2008 – January 23, 2008
11. State Opens Cost Proposals and Calculates Scores	9:00 a.m.	January 30, 2008
12. State Issues Evaluation Notice <u>and</u> Opens RFP Files for Public Inspection	9:00 a.m.	February 5, 2008
13. Contract Signing		February 14, 2008
14. Contract Signature Deadline		February 19, 2008
15. Contract Start Date		February 20, 2008

NOTICE: The State reserves the right, at its sole discretion, to adjust this schedule as it deems necessary. The State will communicate any adjustment to the Schedule of Events to the potential proposers from whom the State has received a Notice of Intent to Propose.

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RFP Structure

Section

1. Introduction
2. RFP Schedule of Events
3. Proposal Requirements
4. General Requirements & Contracting Information
5. Proposal Evaluation & Contract Award

RFP Attachments:

- 6.1 *Pro Forma* contract
Contract Attachments A through H
- 6.2 through 6.7

Data Center Migration Planning Contracts

- Please submit questions as soon as possible
- Questions related to contract terms & conditions must be submitted before the Written Comments deadline.
- The Pro Forma Contract is the only agreement the State intends to sign.
- State does not intend to negotiate; if State makes any changes, they must be in State's best interest (see RFP Sections 1.2 and 5.3.4)
- Get your legal counsel involved **NOW**

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Vendor Response

Mandatory Criteria - RFP Attachment 6.3, Part A

- Technical and Cost Proposals packaged separately
- No alternate or multiple proposals
- No proposals with restrictions of the rights of State
- RFP 6.2, Statement of Certifications and Assurances (A.1)
- Financial responsibility & stability documentation (A.2)
- Disclosure of any conflict of interest (A.3)
- Written affirmation that Proposer has
 - Completed project of similar size and scope (A.4)
 - Successfully completed deployment and setup of state of the art Command Center in State environment (A.5)

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Vendor Response

Technical Proposal Criteria -

RFP Attachment 6.3, Parts B, C, and D

IMPORTANT: No cost data in Technical Proposal

Part B - Qualifications and Experience

- About the Company, its people and resources
- Commitment to diversity
- Customer references

Data Center Migration Planning

Vendor Response

Technical Proposal Criteria

Part C – Technical Approach

- Understanding of the State's requirements and project schedule for Attachment B.
- Manage Configuration Management including automated tool(s) for discovery and on-going maintenance. Examples should be used.
- Understanding of the State's requirements for Systems and Network Architecture and design including Security, Access Control, Disaster Recovery, Data Replications, Systems & Data Classification & Network Requirements and Enterprise Command Center. Examples should be used.
- Incorporate best practices in the proposed Command Center. Examples should be used. (Attachment F)
- Coordination with multiple agencies, manage downtimes, plan for systems with multiple interfaces and avoid downtimes for mission critical systems that operate 24 x 7. Examples should be used. (Attachment G)
- Submit Preliminary Master Project Work Plan (Attachment 6.1 – section A.4.a)

Part D – Oral Presentations

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Vendor Response

Cost Proposal Criteria - RFP Attachment 6.4

- Part A
 - Single total cost for each sub-project
 - Cost should include all deliverables, expenses and tasks (See attachment 6.1 Section A - Scope of Services)
 - DO NOT leave any “proposed cost” cells blank. For evaluation purposes, the State will interpret a blank cell as zero (0)

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Cost Attachment 6.4 Part B

- Consulting Services Costs
 - Enter hourly rate for each consulting role
 - Enter amounts for every contract year
 - Blank cells will be interpreted as zero (0)

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Costing and Payment

- Payment based on approved deliverables
- Payment methodology and scheduled payments are shown in Contract Section RFP section 6.1 item-C.3
- The Project Payment Methodology is detailed for each sub-project

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Key Points for the Proposal

- Proposals must arrive on time (RFP Section 1.7)
- Please include email addresses (Section 1.6)
- Transmittal letter (RFP Attachment 6.2) must be signed by Chief Executive or President, or must include evidence of signatory's ability to bind company
- Use RFP Section 6.3, Parts A, B, C as overall Table of Contents for proposal

(Part D is the Oral Presentation, and requires no written response)

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Packaging the Proposal

- Please check packaging carefully (RFP Sec 3.1)
- Technical Proposal packaged separately from Cost Proposal
- Label outside of package correctly
- Technical Proposal
 - 1 original and 4 copies in binders
 - 7 CD copies of entire Technical Proposal

WARNING: Do not include Cost Proposal information on CDs
- Cost Proposal
 - 1 hard copy of Cost Proposal

Data Center Migration Planning Evaluation Guide Structure

- Section A – Mandatory Requirements: Pass/Fail
- Section B – Qualifications and Experience: 40 points; single score at end of table
- Section C – Technical Approach and Requirements 20 points total
- Section D – Oral Presentation: 10 points
- **IMPORTANT REMINDER – No cost in Technical Proposal**

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Section D – Oral Presentations

- Part of the Technical Evaluation Process
- Attachment 6.6 is the Agenda and time guidelines for Oral Presentations

Data Center Migration Planning Cost Proposal

- RFP 6.4
 - Part A – Global and Sub-Projects Costs
 - Part B – Consulting Services Costs
 - Total points for Parts A and B: 30 points

Data Center Migration Planning

Final Words

- Only official RFP contact: [Marga Rivenbark](#)
- Intent to Propose due by [November 20, 2007](#)
- Submit questions NOW – a flood of questions at the deadline could delay the procurement
- Raise any contract questions during the written comments period
- Get started on reference forms NOW
- Submit best possible offering – no BAFO process
- Submit most comprehensive proposal possible

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Final Words

- Check for RFP amendments:

http://www.state.tn.us/finance/oir/pcm/317_03_165.html

- Reminder: Vendor must be registered with State prior to contract approval
- Answers given today are not binding; questions must be submitted in writing

[Data Center Migration Planning]

Questions ?